



**PATIENT GUIDE  
ALDGATE  
April 2009**

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**A state-of-the-art Private Clinic that combines revolutionary treatment/rehabilitation services and primary care expertise, with access to on-site multi-imaging facilities and specialist consultations.**

### **Health & Fitness Solutions – Company History**

Established in May 2003, Health & Fitness Solutions Ltd (HFS) is a company whose principal activity is that of a private healthcare clinic for the treatment and rehabilitation of neuro-musculoskeletal injuries and trauma. HFS uses physiotherapy, podiatry, chiropody, ergonomics and other related medical services to provide a framework for treatment of injuries (whether gradual in onset or caused by a specific event, e.g. a car crash) within an environment of both passive (treatment room based) and active (within a rehabilitation gym) treatment. In particular, HFS's growing success is attributed to its team base approach through which patients can benefit from increased contact time leading to a more accurate diagnosis.

### **Committed to Excellence**

HFS strives to meet the highest standards of patient care by offering state-of-the-art facilities and a full range of primary care services.

### **Statement of Purpose**

HFS pride themselves in offering an integrated treatment and rehabilitation solution to patients with neuro-musculoskeletal problems that brings the company to the forefront of clinical expertise. By way of focusing on a preventative strategy, HFS helps patients not only with their recovery from trauma, injury or illness, but also reduces reoccurrence of the symptoms/conditions. HFS has partnered with Casualty Plus, a well established City health provider, to offer a wide range of primary care services, including private GP services, travel health and health & lifestyle services, all available under the same roof.

The key objectives of the company are:

To provide the highest level of clinical quality for its patients

To provide state-of-the-art neuro-musculoskeletal treatment and rehabilitation service

To provide rapid, reliable access to on-site primary care doctors

To provide evidence-based, multi-disciplinary pathways, leading to an efficient service of the highest quality.

### **Equipment on site**

HFS Aldgate Clinic accommodates:

- a state of the art treatment gymnasium with Technogym equipment including two treadmills, a cross-trainer, a static bike, a cable resistance machine, a Smith machine, free weights, and a Concept II rowing ergometer.

The centre is fitted with air conditioning and an integrated sound system. Shower, changing facilities and lockers are also available for patients' comfort.

- Four treatment rooms with ergonomically designed fittings
- One consulting room for primary care

HFS' treatment strategy is based upon an active exercise driven approach treating patients' problems related to all occupational spinal and sports injuries.

### **Medical Consultations**

The clinic also offers primary care consultations on-site. This new service brings a unique synergy between HFS' team of physiotherapy, podiatry and chiropody experts, along with GP consultations provided by Casualty Plus.

These services are complemented by a nearby provision of advanced medical imaging and diagnostic technology provided by The City of London Medical Centre.

Fundamental to HFS' mission is the quality and level of care and service given to its patients by both its members of staff and clinicians. Doctors who practise from the Centre must therefore satisfy certain criteria when applying for consultations within the Centre and while practising on site. General Practitioners who are granted practice privileges following application to HFS' **Medical Advisory Committee (MAC)** have to adhere to strict clinical governance guidelines.

### **How to contact HFS**

Referring doctors wishing to obtain further information about our services or arrange an appointment with any of our doctors and specialists may contact our receptionists on 0884 264 0334.

### **Research Studies**

HFS may occasionally ask their patients to take part in research studies. Should they wish to do so, full details of what is involved would be communicated to them before the study commences.

### **Access to Personal Records**

Patients wishing to access their own personal records can do so under the Data Protection Act 1998. At HFS, all members of staff are familiar with the Confidentiality and Data Protection policies and procedures and retain patients' details and data in the strictest confidence.

### **Patient Choice**

Patients may not feel comfortable discussing their health related matters with members of the opposite sex. HFS will always strive to offer

consultations with members of the same sex, wherever possible. Patients may also decide to seek a second opinion and ask for a healthcare professional of their own choice.

### **Fee Structure**

Patients not covered by Private Medical Insurance will have to pay by themselves. Self-paying patients are expected to pay on the day for any treatment or consultation received on-site. It is recommended that patients obtain an estimate cost prior to their appointment by telephoning our receptionists on 0884 264 0334. The centre accepts all major credit cards, payment by switch, cheque or cash. A current price list is available on request.

Insured patients should always check with their insurance provider that they have adequate cover for the treatment or consultation before coming to clinic. They will be asked to provide the name and details of their insurance company at the time of their appointments.

### **Feedback**

We welcome your comments about the services provided at the Centre. In the event that you encounter any problems during your visit and wish to make a complaint, we suggest that you address the latter in the first instance to the Practice Manager on-site.

We will deal with any complaint in the strictest confidence and will investigate the matter internally. We will acknowledge all complaints within 2 working days and commit ourselves to sending a written reply within 20 days from the date of the initial complaint.

If a complaint takes longer to address due to its difficult nature, we will ensure that you are regularly kept informed of all the stages.

In the event that complaints cannot be resolved at a local level, the latter will be escalated to the Registered Manager at the Head Office.

Complaints can also be addressed directly to the Healthcare Commission. However the organisation may feel that the issue needs to be handled in the first instance by HFS.

For any comments you wish to make about this Patient Guide, we advise you to write directly to The Registered Manager at Health & Fitness Solutions, Lower Ground Floor, 11-13 Crosswall, London EC3N 2JY.

### **Patient Focus Group**

Involving patients is of paramount importance to us in order to assess the level of our clinical services and improve our standards across the sites.

Patients' views on the services provided at HFS are being collected through a series of Patient Focus Group meetings, held twice a year. They help highlight the company's shortcomings and contribute to the improvement of its services and standards of practice.

The outcome of these meetings is fed into HFS' business process.

If you are interested in joining these groups, please approach the Practice Manager or contact the Head Office directly on 0884 264 0334

### **Patient Satisfaction Survey**

All patients are requested to complete a patient satisfaction survey upon their discharge. The responses are analysed on a quarterly basis.

The analysis helps us improve and maintain a high level of service

- The Aldgate centre is conveniently located at the heart of the City of London to suit busy professionals' most demanding requirements. The clinic is within walking distance of Tower Hill and Aldgate tube stations and Tower Gateway DLR.
- HFS offers a wide range of services, ie physiotherapy, podiatry, chiropody, ergonomics, nutrition, fitness, and primary care consultations.
- HFS' co-location with The City of London Medical Centre provides its patients with a fully integrated clinical care pathway, from imaging and diagnostic services to expert specialist and GP consultations.

### **Health & Fitness Solutions Aldgate**

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